

1 **IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

2 Application Serial No. 10/826,160
3 Filing Date 4/15/2004
4 Confirmation No. 8619
5 Inventorship Hua-Jun Zeng et al.
6 Applicant Microsoft Corporation
Group Art Unit
7 Examiner
8 Attorney's Docket No. MS1-1892US
9 Title: Mining Service Requests for Product Support

10 **INFORMATION DISCLOSURE STATEMENT**

11 **References -- See Attached Form PTO-1449**

12 To: Mail Stop Amendment
13 Commissioner for Patents
14 PO Box 1450
15 Alexandria, VA 22313-1450

16 From: Brian G. Hart (Tel. 509-324-9256; Fax 509-323-8979)
17 Lee & Hayes, PLLC
18 421 W. Riverside Avenue, Suite 500
19 Spokane, WA 99201

20 The attached form PTO-1449 is submitted in compliance with Applicant's duty of
21 disclosure under 37 CFR §1.56. The Examiner is requested to make these citations of
22 official record in this application.

23 The Commissioner is hereby authorized to charge payment of fees or credit
24 overpayments to Deposit Account No. 12-0769 as set forth in 37 CFR §1.17(p).

25 Dated: 01/03/06

By: 

Brian G. Hart
Reg. No. 44421

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

Substitute for form 1449/PTO

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

(Use as many sheets as necessary)

Complete if Known

Application Number	10/826,160
Filing Date	4/15/2004
First Named Inventor	Zeng et al.
Art Unit	
Examiner Name	
Attorney Docket Number	MS1 - 1892US

Sheet

1

of

1

U. S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)			
		US- 20030065632	4/3/2003	Hubey, Haci-Murat	
		US- 20030110181	6/12/2003	SCHUETZE, HINRICH; et al.	
		US- 20030233370	12/18/2003	Barabas, Albert B.; et al.	
		US- 5,297,042	3/22/1994	Morita	
		US- 5,812,134	9/22/1998	Pooser, et al.	
		US- 6,742,003	5/25/2004	Heckerman, et al.	
		US-			
		US-			
		US-			
		US-			
		US-			
		US-			
		US-			
		US-			
		US-			
		US-			
		US-			
		US-			
		US-			

FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages Or Relevant Figures Appear	T ⁶
		Country Code ³ Number ⁴ Kind Code ⁵ (if known)				

Examiner
SignatureDate
Considered

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. ¹ Applicant's unique citation designation number (optional). ² See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 (1-800-786-9199) and select option 2.